



REQUEST FOR ASSISTANCE (RFA) FORM INTAKE INTERVIEW LOG

Date: 10/24/2016	Interviewer: Sue Guenter-Schlesinger (SGS), Mohammed Cato (MC); L.K. Langley (LKL)	RFA #16 – 26
Name of Person(s) Requesting Assistance: [REDACTED]		
Contact Numbers (telephone, e-mail, etc.): [REDACTED]		
Status of Person(s) Interviewed (title, position, student status, etc.): WWU student		
Requested Assistance Pertaining To (name, position, policy, project, etc.): Concern related to disability/financial aid.		

To the best of your knowledge, please fill out the following:

Interviewee Status: Male ☐ Female ☒ Administrator ☐ Faculty ☐ Staff ☐ Student ☒
 Concern Regarding: Male ☐ Female ☐ Administrator ☐ Faculty ☐ Staff ☐ Student ☐

Category: *(Please check at least one)*

- | | | | | |
|--|--|---|--|--|
| <input type="checkbox"/> Age | <input type="checkbox"/> Color | <input type="checkbox"/> Creed | <input checked="" type="checkbox"/> Disability | <input type="checkbox"/> Veteran Status |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> National Origin | <input type="checkbox"/> Race | <input type="checkbox"/> Religion | <input type="checkbox"/> Retaliation |
| <input type="checkbox"/> Sex/Gender | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Employment | <input type="checkbox"/> Genetic Information |
| <input type="checkbox"/> Gender Identity or Expression | | | | |

Time Line		
Date	Item	Comments
10/24/16	[REDACTED] calls EO Office, leaves message with Lynae Rickman	Asking for a meeting with EO Office staff regarding a concern related to disability accommodation on-campus.
10/24/16	LKL meets with [REDACTED]	<p>[REDACTED] reports that the Financial Aid Office and Student Business Office are not giving her reasonable accommodations. She has [REDACTED] and [REDACTED], resulting in chronic pain and cognitive dysfunction.</p> <p>Last Winter she was told by Financial Aid that she was ineligible for full aid because she was one credit below the requirement for such aid; however, taking fewer credits is one of her accommodations. She also had repeated paperwork challenges with Financial Aid. She left school part way through Winter quarter and did the necessary paperwork through DRS, but is now being told she did not withdraw correctly and is receiving \$40/month charges resulting in \$8,000 currently in debt collection.</p> <p>According to [REDACTED] the person she spoke with in Financial Aid today acknowledged that they are not adequately trained to accommodate students</p>

		with disabilities. [REDACTED] is considering leaving school. Langley told [REDACTED] that they will fill Mohammed in and that he will call her.
10/26/16	[REDACTED] meets with MC	MC explains the Discrimination Complaint Procedure to [REDACTED] including differences between the informal and formal process. MC also discusses the Office's limits on confidentiality (including the Public Records Act) and the prohibition against retaliation, as well as resources. MC and [REDACTED] agree that she should meet with David Brunnemer before moving forward in case David can provide assistance.
10/28/16	SGS spoke with David Brunnemer regarding [REDACTED] situation.	
10/28/16	SGS leaves voicemail for [REDACTED]	David Brunnemer will call and assist [REDACTED] & MC will follow-up with her next Monday or Tuesday.
11/3/16	[REDACTED] sends written grievance narrative to SGS, MC, and David.	See email and narrative in file.
11/4/16	[REDACTED] meets with David Brunnemer. David calls EO Office for follow-up.	
11/28/16	[REDACTED] sends an email to MC and SGS indicating that she would like to request an internal investigation by EOO	
11/29/16	MC sends [REDACTED] an email and asks if she is available to meet next week	
12/4/16	[REDACTED] indicates in an email that she is available to meet next week	
12/4 – 12/6	MC and [REDACTED] email each other and agree to meet on Dec 8	
12/8/16	MC and [REDACTED] meet	[REDACTED] and MC discuss options, including conducting a formal investigation. MC explains the Discrimination Complaint Procedure and reiterates the differences between the informal and formal process. MC says it's not entirely clear whether what [REDACTED] describes is an ADA violation or discrimination based on her disabilities. [REDACTED] indicates that she'd like to approach matters informally but reserve her right to file a formal complaint if the informal process does not work. [REDACTED] indicates that she will be away for the remainder of December and won't return until early January. She also indicates that she won't have email or phone access but that MC can leave her an email for when she returns and that she will follow up with MC. MC

		says that he will try contacting the appropriate personnel and see if anything can be done to waive the financial charges against her.
12-8-17	MC calls Chantel McMahon, financial aid manager and leaves a voicemail	
12-9-17	█████ gives DRS permission to discuss the specifics of her disability with MC through an email	
12-13-17	MC receives a voicemail from Chantel	
12-13-17	MC calls Chantel and Chantel requests a summary of █████ concerns	
12-16-17	MC emails Chantel a summary of █████ concerns	
12-16-17	MC sends █████ an email	MC lets █████ know that he has talked to Chantel about her concerns and that Chantel is looking into the matter
12-28-17	Chantel sends an email to Christina Jensen , Associate Director of Financial Aid and Clara Capron, Asst VP Enrollment/Student Services to see if the Office of Financial Aid can offer █████ funding options	
1-2-17	█████ sends MC an email	█████ informs MC that she's back from her trip and has discovered that the Business Office is still charging late fees and interest each month. She wants to know if the account can be frozen while the "grievance" is being worked out.
1-3-17	MC emails █████	MC informs █████ that she should contact Ann Beck. Ann Beck works with the Registrar's Office and is aware of █████ situation and can provide assistance. MC lets █████ know that █████ should contact her today and leaves her phone number.
	█████ does not respond to MC's email	
1-19-17	Clara sends MC an email	Clara lets MC know that Financial Aid reviewed █████ concerns and determined that she was treated fairly and that Financial Aid did not err. Clara also informs MC that it's not possible for them to refund the tuition

		waiver. Clara asks that [REDACTED] keep Financial Aid in the loop if she decides to return to Western.
1-20-17	MC responds to Clara's email	
1-30-17	MC sends two emails to [REDACTED]	MC checks to see if [REDACTED] ever talked to Ann. MC also shares that Financial Aid indicated that it wasn't possible for them to refund her tuition waiver. [REDACTED] never responds